



## Personnel Policies

CITY OF WESLACO,  
TEXAS

## COMPLAINTS AND CONCERNS

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People work together best in an atmosphere where they are valued as individuals and recognized as key members of a team. This kind of respect spurs individuals to achieve their highest level of personal performance and to find a rewarding degree of personal pride in the expression of their own abilities.

The City's aim is to create and constantly enhance such an environment. Certain standards of conduct must be maintained to ensure that each employee is treated fairly and consistently. Policies, procedures and rules must be administered uniformly, and employees must comply with all established conduct standards.

However, we also realize that in our City, as in any organization, complaints will arise. A complaint is the dissatisfaction which an employee feels concerning wages, hours of work, working conditions, performance evaluations, merit raises, job assignments, reprimands, corrective actions, or the interpretation or application of a rule, regulation or policy.

When this occurs, the problem can best be resolved if it is discussed by the employee with their immediate supervisor as soon as possible. For a complaint to be timely, this discussion must occur within five working days of the incident causing the complaint. Usually this informal discussion can resolve the issue. A supervisor will not be criticized for having a complaint filed in his or her work group, but is accountable for an honest effort to resolve the issue.

If the employee's supervisor is the subject of the complaint, the employee may address the complaint to the next level of management. In such a case, and where a complaint is not resolved informally, all responses under the formal complaint procedure will be made by a manager one level up from that indicated.

Occasionally some issues arise which cannot be resolved informally. When this occurs, a formal complaint procedure is available to employees. Employees are encouraged to present their views, and will not be intimidated or retaliated against in any way.

**Complaint Procedure:** When a complaint is not informally settled, the following steps will be followed:

- **Step One:** Within five working days after the informal discussion with their immediate supervisor, the employee should provide a written complaint to the manager above the immediate supervisor. A copy of the complaint should be provided to the Director of Human Resources. The complaint will be investigated, and the manager's decision will be given to the employee within five working days from receipt of the complaint.
- **Step Two:** If an employee is not satisfied with the decision, the employee may then file a written appeal to the next level of management within five working days of the receipt of the decision. A copy of the appeal should be provided to the Director of Human Resources. The next level of management will then investigate the complaint and a written decision will be given to the employee within five working days of the receipt of the appeal.
- **Step Three:** If the complaint is not resolved at Step 2, the employee may, within five working days of receipt of the Step 2 decision, file a written appeal with the City Manager who will evaluate the facts, review the positions of both parties, and within a reasonable time, not to exceed 15 working days following receipt of this appeal, give the employee a written decision. This decision is final in all respects and will be filed in the employee's personnel file.
- Dismissed employees who wish to utilize the complaint/appeal procedure must do so within ten (10) working days. If the employee fails to do this, employee will no longer be eligible to utilize the complaint /appeals procedure.

**Complaint Meeting Guidelines:** All meetings will be scheduled at mutually satisfactory times.

- New complaint issues that were not raised at the first step may not be raised by either party at subsequent steps. In such cases, a separate complaint may be pursued.
- Complaint information or testimony must be treated in a discreet and confidential manner by all persons involved.
- Employees may not file or appeal complaints to the City Commission.